

# Ricardo Ramirez

125 W 195<sup>th</sup>, Bronx, NY

(845) 321-5836

[ramspam43@gmail.com](mailto:ramspam43@gmail.com)

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**OBJECTIVE:** Highly motivated Computer Science student looking to expand my knowledge and skill set. Searching for tech related positions to grow, and practice my knowledge. Proficient in many different technologies I look to bring new ideas and creative solutions to the table.

## **EDUCATION**

**John Jay College of Criminal Justice**, New York City, New York  
Bachelor of Science, Computer Science & Information Security

August 2021 – Present

## **EXPERIENCE:**

**Information Technology Support Center**, Newburgh, NY

January 2020 - May 2020

*Student Worker*

- Responsible for transporting technology equipment to campus events, also ensuring technology equipment on sight was working properly.
- Organize and maintained accurate records for the support center inventory, which included laptops, cables, etc.
- Assisted the support center staff with day-to day operations.

**Spectrum Internet repair representative**, Middletown, NY

December 2020 – August 2021

*Customer Service Rep*

- Provided customer support for internet and phone related issues.
- Supported and troubleshooted installation and setup for internet equipment.
- Assist installing antivirus software on laptop/desktop systems

**Cornwall District, New Windsor, NY**

November 2019 - December 2020

*Information Technology intern*

- Replace Hardware equipment
- Upgrade & update software

**Consultation - Help Desk Level 1**

June 2022 – Present

*Geek Squad, Best Buy*

- Provided consultation for clients dealing with issues related to hardware and software
- Diagnose issues with devices and providing the correct solutions to resolve the issue.
- Managing client database, querying, editing, and creating client information.

## **KEY SKILLS:**

- Proficient in information technology, both hardware and software.
- Proven problem solver and critical thinker.
- Robust communication skills with excellent attention to detail and organization

## **COMPUTER SKILLS:**

- **Operating Systems:** Windows 7 & 10, Several Linux distributions
- **Programming:** HTML, CSS, Python, C++, SQL
- **Software:** Microsoft Access, Microsoft Excel, Ftp server and clients, Putty. Server management (Web, FTP, SSH), VMware, Remote Access software, VPN
- **Hardware:** Troubleshooting, repairing, Diagnosing, Documentation

## **RELATED COURSES:**

Introduction to Computing, Spreadsheet and Databases, Networking, Computer Operations and Management, Cybersecurity Risk Analysis & MGT, Foundations of Cybersecurity, Introduction to Programming, Networking Security, intro to computer science, Object Oriented Programing.